



ADMINISTRATIVE MASTERY CONFERENCE FOR ADMIN PROFESSIONALS

Morden On-Demand & Effective Office Management and Administrative Skills

20th – 24th February Sunny side Park Hotel, Johannesburg

**13th – 17th March, Dolphin Beach Hotel Cape Town,
Republic of South Africa**



Introduction

In today's workplace, the administrative support position is the nerve center of business, industry and government at all levels. Called upon to increase the effectiveness of the office environment, the administrative assistant needs to manage strategies, public relations, resources, time, stress, difficult people conflict and crisis situations calmly, effectively and professionally.

This workshop provides management skills vital to today's support position.



This energetic, fun and fast-paced course will show you how to gain respect as a critical and/or indispensable member of your office team. In a comfortable and controlled learning environment, you will explore and expand on techniques and methods, and learn the critically relevant skills required to get the work done on time, keep the office running at peak efficiency, and balance work and personal life

Objectives

The objectives of this workshop are to equip you with:

- Practical and psychological knowledge to improve your workplace interactions
- Practical administrative action tools

Outcomes

- ✓ Overcome and exceed work demands
- ✓ Understand administrative problem solving
- ✓ Manage office politics
- ✓ Action tools for office management
- ✓ Discover your personality type for better human relations
- ✓ Improve your memory techniques
- ✓ Master human relations
- ✓ Project professional credibility, authority and presence
- ✓ Communicate assertively and achieve the intended impact
- ✓ Plan, organize and control your workload and priorities
- ✓ Build and gain the authority needed to get the job done
- ✓ Create and maintain key inter-relationship models to access information and support
- ✓ Analyze situations, make decisions and solve problems amicably
- ✓ Help to improve the working life of your team
- ✓ Raise your performance from merely activity level to leadership

Who to attend

Administrative Professionals

Training Methodology

Using the best mix of training and learning methodologies, this programme will be highly interactive and experiential. Besides formal presentations, activities include open discussions, group work, experiential learning journey and other learning methodologies. Participants will have adequate opportunity to share their experiences, learning points and challenges during the programme.

TENTATIVE PROGRAM

DAY ONE

Professional Development Skills

Attitude: Yours and everyone else's

- Four steps to a positive attitude
- How to deal effectively with negativity in the workplace
- Critical thinking action models - **activities**
- Improve your memory - how to remember:
 - Names and faces - **activities**
 - Long lists of items in a specific order - **activities**
 - Information - **activities**

Human Relations and effective Communication

- Communication Skills
- Asking effective questions
- Listening actively for understanding & Implementation
- Expressing ourselves assertively, including a three-part model
- Saying "No" without straining relationships
- Keeping our clients (including managers) in the loop
- Presenting requests to ensure acceptance and action
- How good are your communication skills? – **Self-assessment test**
- Master your personality type to know how to adjust to those around you - **activities**
- Master effective communication strategies for 16 personality types (including superiors & colleagues)
- How to prioritize stakeholders that affect you and your superior – **activities**

DAY TWO

Managing Time, Workload and Stress

- High and low payoff time investment– **Self-assessment test** how good is your time management?
- Experience-based techniques for effective time management action tools that works - **activities**
- How to write and use a realistic daily To Do list
- Prioritizing re-visited, How productive are you? – **Self-assessment test**
- Tools and techniques for managing routine heavy workloads
- What stress and common causes of stress are, and early indicators of stress level and how you

can keep motivating yourself - **Practical Tools and Strategies**

- Preventive and professionally designed stress management strategies
- How self-motivated are you? – **Self-assessment test**
- Using "The Johari Window Model" to boost efficiency and effectiveness - **activities**
- Using "The Inverted U Model" to improve productivity over pressure - **activities**

DAY THREE

Stress Management

- Are you a positive or negative thinker? – **Self-assessment test**
- Positive thinking: Thought awareness and rational thinking – **activities**
- How self-confident are you? – **Self-assessment test**
- Building Self-Confidence – **activities**
- Stress management action tools – **activities**

Anger Management

- Anger Management Questionnaire – **Self-assessment test**
- Anger self-management Techniques
- Dealing with aggressive people

Conflict Management

- Dealing with conflict
- How to handle criticism and office politics– **activities**

DAY FOUR

Meetings

- Arranging teleconferences
- Writing meeting notes - **activities**
- Arranging virtual meetings
- Planning a workshop

Organizational Skills

- Organizing best Practices, the art of filing (manual and electronic)- **activities**
- Managing email effectively - **activities**

Communicating Skills

- Telephone etiquette,
- Writing reports - **activities**
 - Writing effective emails - **activities**
 - Writing press releases- **activities**

Presentation Skills

- Delivering great presentations- **activities**
- Mastering appropriate body language– **activities**

DAY FIVE

Understanding your Boss - Understanding Leadership Skills

- How to understanding clearly, the roles and responsibilities of your boss
- How good are your leadership skills? – **Self-assessment test**
- Identify the management and leadership skills you need to know – **Self-assessment test**

Understanding the people your boss manages

- What are groups and teams?
- Group life cycle
- Group and team roles - **activities**
- Different group behaviors

Stakeholder Management- Understanding all stakeholders of your boss's work or organization (people who receive and use your boss's reports)

- Identifying stakeholders - **activities**
- Prioritizing stakeholders - **activities**
- Categorizing stakeholders –**activities**

Developed for ACAE Global by Dr. S Banda Pretoria University

Chartered Certified Administrator

He will also be facilitating this program, join him and gain Mastery in this important profession.

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Registration Form



To secure your booking, please complete, sign and fax the form to 0027862291974 OR email a scanned copy to registrations@acaeglobal.com or go to www.acaeglobal.com/registrations and upload your signed registration form.

Approving Manager Details:

Prof Dr Mr Mrs Miss Name & Surname
 Telephone..... Position
 Organization Email
 Physical Address..... Signature.....

THIS BOOKING IS INVALID WITHOUT A SIGNATURE

Participant Details:

Prof Dr Mr Mrs Miss Name & Surname
 Telephone..... Position Email

Prof Dr Mr Mrs Miss Name & Surname
 Telephone..... Position Email

Prof Dr Mr Mrs Miss Name & Surname
 Telephone..... Position Email

KINDLY CHOOSE YOUR CONVENIENT VENUE AND FEE OPTION

20th – 24th February 2017
Sunny side Park Hotel, Johannesburg, RSA

Fee Option 1: Johannesburg South Africa –
 5 day Workshop = **USD 3,350.00 per delegate** include 6 nights bed & breakfast, round trip airport transfer, lunch, conference documentation and limited refreshments

Fee Option 2: Johannesburg South Africa –
 5 day Workshop = **USD 2,300.00 per delegate** include, training material, lunch, limited refreshment

13th – 17th March,
Dolphin Beach Hotel Cape Town

Fee Option 1: Cape Town, South Africa –
 5 day Workshop = **USD 3,350.00 per delegate** include 6 nights bed & breakfast, round trip airport transfer, lunch, conference documentation and limited refreshments

Fee Option 2: Cape Town, South Africa –
 5 day Workshop = **USD 2,400.00 per delegate** include, training material, lunch, limited refreshment

Would you like us to organize your hotel booking? Yes No

Payment Details
 Payment Method (*Please choose one) Cash Direct Deposit Bank Transfer (EFT)

Our Banking Details

Bank:	FIRST NATIONAL BANK	Account Name:	AFRICA CENTRE FOR ADMINISTRATIVE EXCELLENCE
Account Number:	62582439876	Branch Code:	250455
Branch Name:	Park town	Swift Code:	FIRNZAJJ

IMPORTANT: PLEASE NOTE THAT CASH PAYMENT OR A BANK CERTIFIED PROOF OF TRANSFER IS THE BASIS FOR ADMISSION.

CANCELLATION AND POSTPONEMENT POLICY

All cancellations or postponements must be confirmed in writing and e-mailed to info@acaeglobal.com. Cancellations 10 to 5 Business days prior to the event will attract a 25% cancellation fee. Cancellations received less than 5 Business days prior to the event will result in a 50% cancellation fee. No shows will attract a 100% cancellation fee. Maximum permissible interest will be levied on any outstanding invoices. You are however welcome to substitute your attendance with an appropriately qualified colleague. Postponement to a later date must be received in writing no less than 5 Business days prior to the initial event in order to waive the cancellation fee. This waiver will only be applicable once.

GENERAL NOTES

In the event of unforeseen circumstances, ACAIE reserves the right to change the speakers, the venue or the date. Delegates will be notified of changes or cancellations of events no later than 5 Business days prior to the event and all paid-up invoices will be fully refunded in a case of cancellation or credited to another event within 6 months, we however welcome donations to the organization for our cause of rural literacy campaign.